

## AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Previously Presented) A method comprising:
  - receiving, by a framework system server, a request for a service from a client device expressed in terms of one or more concepts of one or more features of the service;
  - directing, by the framework system server, said request to a service providing server, the service providing server further directing the request for service to a plurality of vendors, each of the plurality of vendors separate and distinct from each other and from the framework system server and the service providing server;
  - receiving, by the framework system server, a response to the request for service from the service providing server, the response including one or more solutions to the request provided by one or more of the plurality of vendors;
  - adapting, by the framework system server, the response to the request for service to the client device utilizing a template corresponding to a feature of the requested service, the template including one or more HTML pages, text pages, images, buttons, actions, calendars, favorites, and data structures; and
  - providing said adapted response to the client device.

### 2.-3. (Cancelled)

- | 3. (Currently Amended) The method of Claim 3\_1, wherein said adapted response further comprises at least two solutions to the request, and an index to the at least two solutions.
4. (Previously Presented) The method of Claim 1, wherein said adapted response further comprises supplemental information related to said request.
5. (Previously Presented) The method of Claim 4, wherein said supplemental information is delivered to the client device prior to the receipt by the client device of the one or more solutions.

6. (Previously Presented) The method of Claim 1, wherein the response received by the framework system server from the service providing server is received in an XML format.
7. (Previously Presented) The method of Claim 6, wherein adapting the XML formatted response comprises processing, by the framework system server, the response via an XSLT.
8. (Previously Presented) The method of Claim 1, wherein adapting the response to said request comprises localizing the response for the client device, based at least on a type of the client device.
9. (Previously Presented) The method of Claim 5, wherein, if the one or more solutions are provided to the client device before the supplemental information is to be provided, then the supplemental information is not provided to the client device.
10. (Previously Presented) The method of claim 1, wherein said adapted response comprises a solution command selectable by a user of the client device.
11. (Previously Presented) The method of claim 10, wherein said solution command, on selection, requests service from a vendor of the plurality of vendors other than another vendor who caused the solution command to be included as part of the adapted response.
12. (Original) The method of claim 1, wherein the service is associated with a first feature, and said adapted response comprises updates to a data item of a database associated with a second feature.
13. (Previously Presented) A computer readable medium containing computer executable instructions for performing the actions of the method of any of Claims 1, 5, 7, 9-13.

14. (Previously Presented) An apparatus having a processor and a memory coupled to the processor containing computer executable instructions operative to perform the actions of the method of any of Claims 1, 5, 7, 9-13.